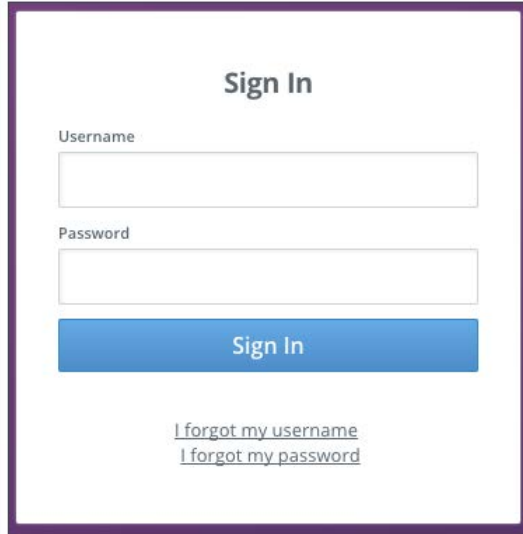


Retrieving Forgotten ID/Username and/or Pin/Password

The Sign In page includes two links below the entry boxes that read "I forgot my username" and "I forgot my password".

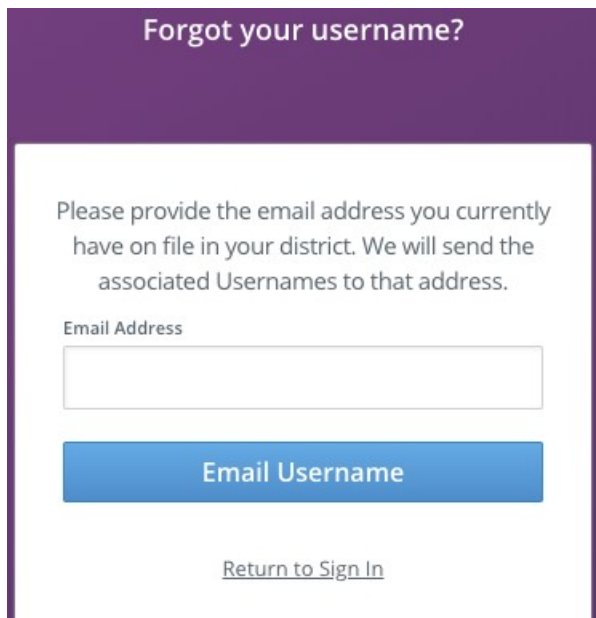


The screenshot shows a 'Sign In' form with the following elements:

- Sign In** (Title)
- Username:
- Password:
- Sign In** (Button)
- [I forgot my username](#)
- [I forgot my password](#)

First select “**I forgot my username**”, the system will prompt you to enter your **district email address** which is affiliated with your Frontline ID account.

If you need help with your district email address, please contact our Technology Department at 916-643-9445. Please have your Employee ID ready. This Employee ID can be found on the top of your paystub.



The screenshot shows a 'Forgot your username?' page with the following elements:

- Forgot your username?** (Title)
- Please provide the email address you currently have on file in your district. We will send the associated Usernames to that address.
- Email Address:
- Email Username** (Button)
- [Return to Sign In](#)

Enter this address and click **Email Username** to receive an email to change your password.

ID / username reminder sent

You will receive an email with the ID / username associated with that email address. If you have more than one username, they will be sent as well.
Please check your SPAM folder if you do not see the email in your Inbox

Didn't receive instructions? Contact your Organization's administrator for assistance.

[Return to Sign In](#)

Now go to your district email address to retrieve your "Username ".

Hint: User ID is usually the phone number including area code you have on file with HR Department.

Forgot your password?

Provide your username and we will email you instructions to change your password.

Username

[Return to Sign In](#)

Continue

Now go back and click on the **I forgot my password**, the system will prompt you to enter the username affiliated with your Frontline ID account (Phone # on file with HR Department).

Enter this username and click **Continue** to receive an email through your **district email address** which is affiliated with your Frontline account.

PIN / password instructions sent

You will receive an email with instructions to retrieve your PIN / password.
Please check your SPAM folder if you do not see the email in your Inbox

Didn't receive instructions? Contact your Organization's administrator for assistance.

[Return to Sign In](#)

This credential recovery process allows you to manage your own Frontline ID account without relying on District Administrators for assistance!

In addition, it is important to note that District Administrators **cannot retrieve a forgotten password**, but they *can* assist with username retrieval. Contact your District Admin if you experience any trouble receiving the username recovery email.